

HCBS Pre-Conference Intensive: Aging and Disability 101

Aging & Disability 101
The State LTC Ombudsman Program



Ombudsman

Expect Excellence in Your Care

State Long-Term Care Ombudsman Program

Aging & Disability 101

HCBS Conference

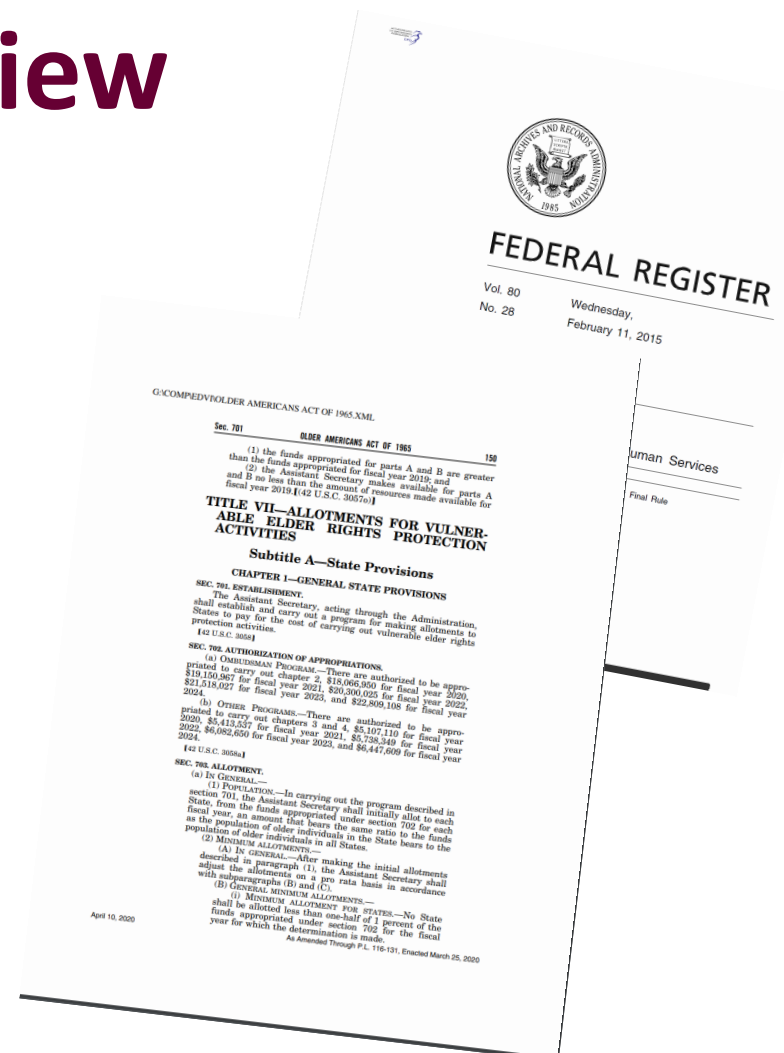
November 10, 2020

Ombudsman.ohio.gov

- Poll
 - Who is your State Long-Term Care Ombudsman?

Overview

- Older Americans Act authority
- Advocate
 - Individual
 - Systems
- Poll
 - Is your state's Office of the SLTCO
 - Centralized
 - Decentralized

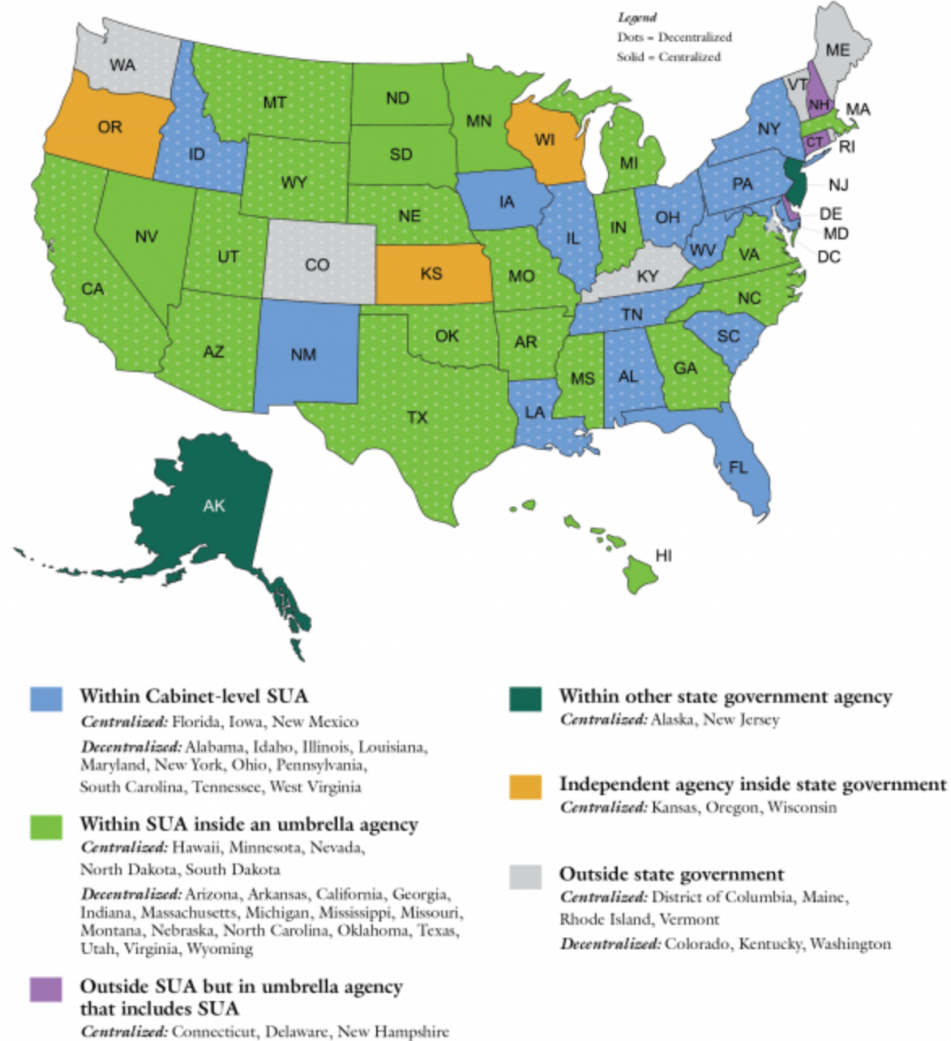




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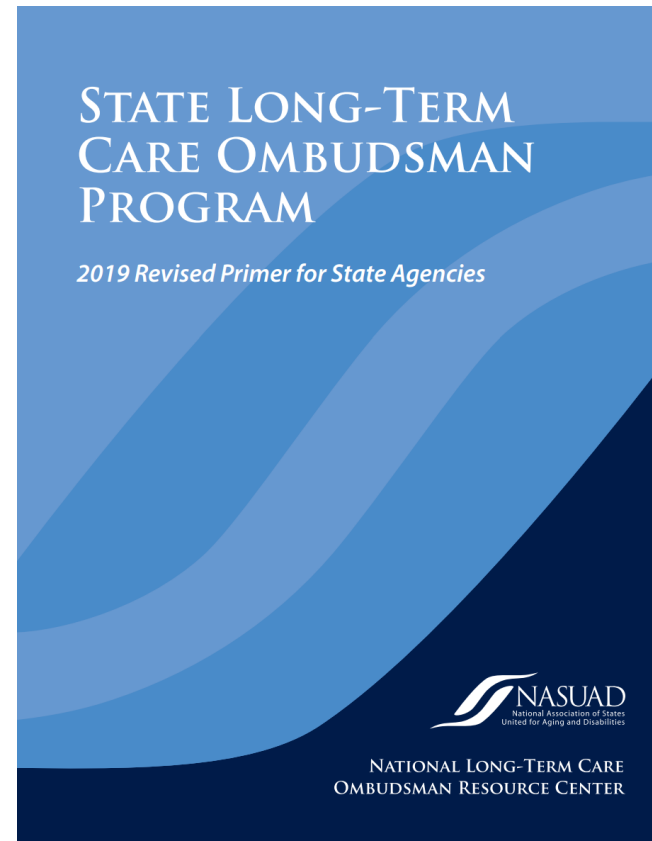
Figure 1. Location of Long-Term Care Ombudsman Programs in States*



* Information from *Long-Term Care Ombudsman Program: Structure, Responses, Quality and Funding, 2000* and revised through direct telephone survey by NASUAD staff January–March, 2015

Unique Characteristics

- Statewide
- Conflicts of Interest
 - Prohibited
 - Remedied
- Designation
 - Local programs
 - Representatives
- Legal Representation



Relationships & Making it Work

- Elected officials
- State agency oversight
- Communications/Media
- Local networks
- Inclusion



Discussion



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